

Help your listing stand out with an intelligent user guide customized specifically for your home.

Ease buyer's anxiety, and increase their confidence in your home for better, faster, cleaner offers.

Why Centriq?

Create a user guide for your home to generate more interest from buyers

With Centriq, you can create an intelligent user guide, customized specifically for your home. This will help your listing stand out from others, and generate more interest from buyers.

Building your user guide is EASY. The first step is to add your major appliances and systems. With just a photo of the nameplate, Centriq will retrieve everything the buyer needs to know – from user manuals, to parts & supplies for future maintenance, and even “how to” videos from experts. For most houses, that’s just 10 photos or less. Then, capture all of the unique knowledge you have about your house. And finally, easily transfer all this great information to the buyer.

This document will help you capture key information that will answer a buyer’s most common questions. Providing this information will help ease a buyer’s anxiety, and increase their confidence in your home – resulting in better, faster, cleaner offers.

Knowledge Capture Guide

Step 1: Add Appliances & Systems

Getting the manufacturers' information is EASY with Centriq:

All you do is take 1 photo each for your major appliances and building systems, Centriq does the rest.

Use Centriq to get the manufacturers' information on appliances and systems

Just take a few simple photos of the nameplates (see how), and Centriq gets user manuals, parts & supplies, and "how to" videos

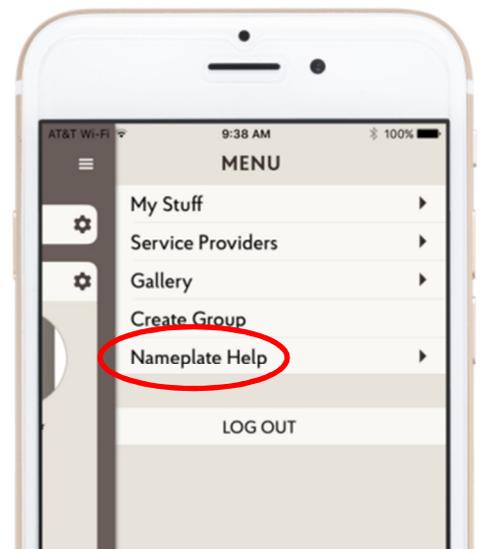
Be sure to capture:

- Refrigerator
- Stove/Range
- Range Hood
- Toaster
- Microwave
- Dishwasher
- Washing Machine
- Dryer
- Water Heater
- HVAC system
- Pool/Spa Equipment



Take a picture of the nameplate – the label with make, model and serial #

If you can't find the nameplate, open the menu and use the nameplate help:



Knowledge Capture Guide

Answering buyers' most common questions helps reduce anxiety, and helps them picture themselves in your home.

Step 2: Capture your knowledge

Answer buyers' most common questions

Take videos or photos (see how)

Upload receipts and important documents (see how)

Add contact info for your service providers (see how)

Add a note for other information (see how)

General Questions:

- What are the names of the paint colors in each room, is there any paint left over, and if so, where is it located?
 - Take photos of paint cans or swatches, and add a note about amount and location of leftover paint
- Where was cable modem and wifi located?
 - Add a photo or note to the appropriate room
- Do you have any service providers – plumber, gardener, electrician, general contractor, pool service, etc. – who have worked on the house?
 - Easily upload contact info from your address book
- Are there programmable systems (like a drip irrigation system)?
 - Add a short video to teach the new owner how to use it
- Do you have floor plans for the house?
 - Upload floor plans
- Do you know how to replace the furnace filter, or relight the pilot light?
 - Add videos

Knowledge Capture Guide

Be sure to capture what you wish you'd known when you moved in, or unique things you have learned or know about your house.

Kitchen:

- Can you provide warranty/purchase information for all appliances?
 - Upload receipts and warranties
- How do you load and run the dishwasher?
 - Record a video
- How do you replace the filter in the range exhaust hood?
 - Record a video

Garden

- How do you program the drip irrigation system?
 - Record a video
- Can you provide names of the main plants and trees?
 - Use "Add Item" to add plants and trees (see how)

Exterior

- When was house last painted? What are the name of paint colors, is there any left over, and if so, where is it located?
 - Add a note with the date last painted, take photos of paint cans or swatches, and add a note about amount and location of leftover paint
- Where is the gas shutoff, and how do I use it?
 - Record a video
- Where is the water shutoff, and how do I use it?
 - Record a video
- When was roof replaced? Name of firm that did the work?
 - Add a note, upload receipt, upload service provider

Anything else?

- Think about what you wish you'd known when you moved in, or unique things you have learned or know about your house, and be sure to add them to Centriq

Knowledge Capture Guide

Step 3: Transfer it to the buyer

All your knowledge and information will transfer to the buyer, and they'll be able to fully enjoy their new home from the moment they move in.

Once your house sells, we'll transfer all this information to the buyer

After closing, just send an email to transfer@centriqhome.com, give us the email address you used to create the account, the property address, and the email of the buyer, and we'll do the rest. All that information will transfer to the buyer, and they'll be able to fully enjoy their new home from the moment they move in.

The screenshot shows an email composition interface. At the top, a dark header bar contains the text "Transfer 123 Main Street to new owner". Below this, the recipient field is populated with "transfer@centriqhome.com". The subject line is "Transfer 123 Main Street to new owner". The body of the email contains the following text: "Please transfer my Centriq account to the new owner:", "My email: YourEmail@gmail.com", "Property address: 123 Main Street, Anywhere, CA 12345", and "New owner's email: TheirEmail@gmail.com". At the bottom of the form is a rich text editor toolbar with options for font style (Sans Serif), size, bold, italic, underline, text color, background color, bulleted list, numbered list, and indent. Below the toolbar is a "Send" button and a row of icons for text color, link, insert image, insert video, insert link, and insert emoji.